GSMA

TAC Data Challenge

The simple TAC data correction process

GSMA TAC Data Challenge Policy

Purpose

GSMA TAC Data Challenge has been created as a quick and easy way to report a TAC data error for all organizations who have access to the GSMA Device Database. It is well understood that these stakeholders come into regular contact with the data points associated with each unique TAC and thus can easily spot and report a TAC data error through this new process and thus help the GSMA keep the TAC data even more accurate.

This policy has been created, and will be updated from time to time, by the GSMA Terminal Steering Group (TSG) to assist in the efficient processing and review of all GSMA's TAC Data Challenge correction submissions. If you have any questions about this policy please submit them to the gsma.com/tac.

Policy

a. The GSMA TAC Data Challenge process is only open to Mobile Network Operators, Government, Regulators and Law Enforcement Agencies (LEAs) who are currently recipients of the GSMA Device Database service. To make a submission download the TAC Data Challenge form here at the gsma.com/tac.

b. A TAC cannot be challenged if the allocation date is greater than 5 years from the submission date on the TAC Data Challenge form.

c. You may only identify one TAC on the TAC Data Challenge form, but you can include any number of data points found in the GSMA Device Database for correction. Each separate TAC to be challenged will need to be accompanied on a separate TAC Data Challenge form.

d. Please include the appropriate evidence to accompany your TAC Data Challenge submission. This can include pictures, device documentation, network data reports; please include the TAC as a reference in all your supporting file names.

e. Corrections can only apply to a valid TAC.

f. All challenges, with accompanying documents must be submitted to the tac@gsma.com, include the TAC you are challenging within the Email Subject title so it reads: 'TAC _ _ _ _ _ _ _ _ Data Challenge'

g. An organisation cannot challenge the same TAC data point more than once. Second attempts will be automatically rejected by the GSMA and the challenger notified.

h. Brand owners or OEMs cannot challenge their own TAC, neither can they challenge the TAC of other brand owners or OEMs.

i. TAC Data Challenge submissions can be rejected by a brand owner/OEM and no subsequent discussions are required by the Brand owner/OEM.

j. An approved challenge will be sent to the TAC holder who will be given 4 weeks to accept or deny the challenge. If there is no response then the challenge request will be reviewed by the GSMA. A TAC Data Challenger will receive an update on the status of their challenge within 6 weeks of submission. When a change has been accepted, the Helpdesk will implement the change and issue a new GSMA TAC certificate, with the existing allocation date still in place.